

Dealing Professionally with People

- Can you tell me about a time during your previous employment when you suggested a better way to perform a process?

1-2	3-4	5-6
Candidate struggled to uncover a way to really provide effective process improvements, and/or may have communicated ideas without tact, etc.	Candidate found a reasonable possibility to improve a process and communicated it to appropriate colleagues	Candidate took a tactful and positive approach in suggesting an innovative, well reasoned process improvement

- What do you do when you know you are right and your boss disagrees with you? Give me an example of when this has happened in your career.

1-2	3-4	5-6
Candidate struggled deal professionally in the situation and may not have solved the disagreement and/or allowed it to become more severe	Candidate was able to avoid conflict without compromising personal or work ethics	Candidate was able to tactfully and professionally deal directly with the disagreement while still showing great respect to the line of authority present in the situation

- Describe a difficult time you have had dealing with an employee, customer, or co-worker. Why was it difficult? How did you handle it?

1-2	3-4	5-6
Candidate lacked a desirable degree of tact and professionalism, and may not have been able to effectively deal with the difficult situation	Candidate dealt effectively with a difficult situation and did not allow it to spiral out of control	Candidate demonstrated professionalism, tact, and was proactive in finding a mutually acceptable solution to conflict

- Tell me about a time when you received feedback on your customer service skills from your manager or co-worker and then used that response to improve your work

1-2	3-4	5-6
Candidate lacked a desirable degree of maturity and professionalism, and	Candidate was able to take feedback without creating tension and saw	Candidate demonstrated maturity and professionalism in response to feedback and

struggled to use feedback to improve performance	potential to improve performance	proactively used what was useful to improve performance
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- Tell us about a time when you received criticism from a superior or colleague. What did you say or do to respond to the situation?

1-2	3-4	5-6
Candidate lacked a desirable degree of maturity and professionalism, and struggled to use criticism to improve performance	Candidate was able to take criticism without creating tension and saw potential to improve performance	Candidate demonstrated maturity and professionalism in response to criticism and proactively used what was useful to improve performance

- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

1-2	3-4	5-6
Candidate struggled to demonstrate effective persuasive skills and may have seemed too pushy in his/her approach	Candidate demonstrated acceptable persuasive skills and was able to achieve reasonable success	Candidate demonstrated extraordinary persuasive skills and was able to achieve success without seeming pushy or overly interrogative

- Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa).

1-2	3-4	5-6
Candidate lacked a desirable degree of tact and professionalism, and may not have been able to effectively communicate with the other person	Candidate dealt acceptably with potentially difficult situations and did not allow them to spiral out of control	Candidate demonstrated professionalism, tact, and was proactive in finding a mutually acceptable method of communication

- Describe a situation in which you had to arrive at a compromise or guide others to a compromise.

1-2	3-4	5-6
Candidate struggled to see things any other way than his/her own, and may have shown a lack of respect for others opinions, may not	Candidate demonstrated respect to others by backing down when appropriate	Candidate was able to discern the best options in light of differing opinions, and was able to either compromise without

have effectively compromised		jeopardizing ethics, or guide others to the right option
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- Describe some times when you were not very satisfied or pleased with your performance. What did you do about it?

1-2	3-4	5-6
Candidate struggled to honestly self-evaluate, and/or struggled to reason ways that performance could be improved	Candidate is reasonably open in disclosing areas of potential improvement and has ideas on how to improve	Candidate is honest in disclosing areas that can be improved, and showed pro-activity in dealing with those areas

- Have you ever had difficulty with a supervisor or instructor? How did you resolve the conflict?

1-2	3-4	5-6
Candidate struggled deal professionally in the situation and may not have solved the disagreement and/or allowed it to become more severe	Candidate was able to avoid conflict without compromising personal or work ethics	Candidate was able to tactfully and professionally deal directly with the disagreement while still showing great respect to the line of authority present in the situation

- Give me a specific example of a time when a co-worker or classmate criticized your work in front of others. How did you respond?

1-2	3-4	5-6
Candidate lacked a desirable degree of maturity and professionalism, and struggled to use criticism to improve performance, may have escalated conflict in front of others	Candidate was able to take criticism without creating tension and saw potential to improve performance and was able to avoid conflict when addressing any disagreements	Candidate demonstrated maturity and professionalism in response to criticism and proactively used what was useful to improve performance, any disagreements with the colleague were addressed tactfully in private